

April 2023

Job Description: Customer Experience Advisor

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Reports to:
Customer Experience Manager/Customer Experience Coach

Direct Reports:
N/A

Department:
Customer Experience Team

Job Purpose:

- Be a customer champion, providing an excellent customer experience as the first point of contact via telephone, email, and other channels
- Help customers access our services in line with our customer commitment
- Live our values every day, taking ownership of queries and doing what matters most for our customers
- Support a positive complaints culture by logging complaints and where possible putting things right informally
- Help provide an accessible, value for money customer experience to meet the diverse needs of our customers, in line with our policies.

Main Duties & Responsibilities:

You will:

- Deliver high levels of personal productivity and quality interactions with our customers.
- Support first contact resolution of queries including diagnosing and scheduling repairs. Support with rent, ASB, lettings and home ownership queries.
- Take a proactive approach to our customer experience. Work with colleagues to ensure we do what we say we'll do to minimize customer effort.
- Record every contact, capturing quality customer information, including profiling. data in line with guidelines such as GDPR and PCI compliance.
- Promote safeguarding, making referrals where appropriate.

Main Duties & Responsibilities continued:

- Be available and flexible to work in our office during our opening hours.
- Provide support to colleagues as required.
- Support the Customer Experience Coach and Customer Experience Manager with the implementation of Customer Experience plans and projects.

General Duties & Responsibilities:

You will:

- Work with our Customer Experience Coach to identify and address areas for personal development.
- Take part in meetings and projects as required.
- Make effective use of our ICT applications, promote self-service via the customer portal.
- Understand and adhere to all health and safety related policy, procedures, safe systems of work and control measures.
- Undertake other duties and responsibilities as may be specified by the Customer Experience Coach/ Customer Experience Manager which are commensurate with the level of the job

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Personal Specification: Customer Experience Advisor

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Education & Qualifications: (E = Essential / D = Desirable)

- Good standard of GCSE's or equivalent (E)
- Level 2/3 NVQ in Customer Service/Business Administration or equivalent (D)
- A/S or A Level (D)

Experience: (E = Essential / D = Desirable)

- Delivering exceptional customer service at first point of contact (E)
- Working in customer focused contact centre or fast paced office environment (E)
- Working in a Housing Association or Property company (D)
- Working as part of a multi-skilled team (D)

Knowledge: (E = Essential / D = Desirable)

- Working with a diverse range of customers (E)
- Understanding of services provided by Housing Associations (D)
- Experienced in using a wide range of ICT systems (E)
- Understanding of GDPR principles (D)

Skills: (E = Essential / D = Desirable)

- Ability to work without supervision using effective organisational skills (E)
- Has a pro-active approach to problem solving (E)
- Excellent verbal and written communication style, using emotional intelligence through empathy and tone of voice in all interactions (E)
- Ability to work under pressure in a reactive and often changing environment (D)

Personal Attributes: (E = Essential / D = Desirable)

- Has determination to reach targets and objectives (E)
- Always supports and demonstrates organisational values (E)
- Champions the rights of people to a safe and decent home in a great place (E)
- Shares knowledge and experience (E)
- Adapts positively to change (E)
- Has a positive approach to feedback.

Our Values:

- **Caring:** We care about people and achieving results
- **Responsive:** We put our customers first, giving great service and doing what matters most to them
- **Passionate:** We take pride in what we do and always strive to do better.
- **Inclusive:** We work together and value each other
- **Dynamic:** We have a positive, solution-oriented attitude
- **Honest:** We have high ethical values, standards and strong governance.

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